



# **DOI-USGS FEDERAL EMPLOYEE TRANSIT Subsidy BENEFIT PROGRAM**

## **Approving Official Guide for Supervisors and Transit Benefit Local Coordinators**

Last Update 9.15.15

**NOTE: This Online Application System is for the Transit Subsidy Benefit Program ONLY.**  
**The Bicycle Subsidy Benefit Program does not utilize this online system.**

### **Oversight Guidelines for Supervisors and Transit Benefit Local Coordinators (TBLC)**

#### **Background**

The U. S. Department of Interior (DOI-USGS)'s agencies/offices are responsible for verifying federal employees meet the requirements for participation in the transit benefit program as outlined in Executive Order 13150 *Federal Workforce Transportation*, April 21, 2000. This includes determining that employees are using mass transit for the bulk of their commute to work.

The U. S. Department of Interior (DOI-USGS) Transit Benefit Program Policy and Guidance requires DOI-USGS agencies / offices to establish Transit Benefit Local Coordinators (TBLC) for the National Capital Region and field offices.

- Transit Benefit Local Coordinators (TBLC) are responsible to communicate, coordinate, audit, and manage their agency transit benefit programs participants..
- TRANServe provides guidance and serves as the point of contact for Transit Benefit Program Administration only. Questions unique to the program policy or USGS should be directed to your Bureau Transit Subsidy Program Coordinator, Jessica Hansen (jehansen@usgs.gov).

#### **Best Practices**

To maintain integrity and program controls, Transit Benefit Local Coordinators and the Parking Office must conduct routine audits of transit benefit records.

Internal Controls include:

- A. Review monthly transit benefit billing reports for accuracy. The review should verify:
  1. Employees who have departed the agency are no longer receiving benefit. Cross check the transit benefit alphabetical listing with Human Resources records to ensure separated employees followed exit procedures and withdrew from the transit benefit program.
  2. Employees on extended travel or leave have not picked up a monthly benefit for the period they were not at their primary duty station. Employees on extended leave or travel for more than 60 days must de-enroll from the program.
  3. Employees who intermittently telework or drive should show a reduced amount of subsidy usage on the 6 month report. Note participants have 5 temporary parking days per month, but no more than 30 temporary parking days per year.
  4. Benefits and commute must be adjusted due to a change of address.
  5. Participants with a pickup record (monthly subsidy amount) over the monthly statutory limit are reported to the agencies/offices/program office.
  6. Participants with a pickup record (subsidy usage) frequently less than their requested monthly subsidy need to adjust their requested benefit to match their commuting records.
- B. Verify transit benefit applications disclose/provide all information required by the OMB Memorandum, M-07-15 such as:
  - Expense Worksheet
  - The Employee's Home Address (including the street name)
  - The Employee's Work Address (including the street name)

- An Employee must commute using public transit at least 4 days per month in order to participate in the program.

C. Enforce the use of electronic fare media where available

Visit the TRANServe website at: <http://transerve.dot.gov>

### **Monitoring Guidelines**

- Check the monthly usage report for needed adjustments
  - Participants are expected to adjust their application when they do not use mass transit
    - i.e. When on leave or travel for more than half of their listed commuting days. When the participant is driving, carpooling, instead of taking public transit.
    - Participants are allotted 5 temporary parking days per month, but no more than 30 temporary parking days per year.
    - Participants are not permitted to hold any type of issued parking permit while enrolled in the transit subsidy benefit program.
- When there are no adjustments:
  - Talk to the participant...what is his/her work schedule?
  - Check the method of transportation ... i.e. If a monthly pass user commutes less than 50% of the commuting days listed on their application, they owe USGS the value of the days they did not commute.
- When you believe adjustments should be made:
  - Check the participant's leave history (Contact participant Supervisor)
  - Check the participant's travel schedule (Contact participant Supervisor)
  - Request the participant's pickup records (subsidy usage) from TRANServe
  - Request proof of no parking permit from the DOI-USGS Parking Log (On file in 1C100 for USGS Reston headquarters).

### **Important Note:**

**DOI-USGS requires all Transit Benefit Program Participants recertify their transit benefit and complete Transit Benefit Integrity Awareness training annually utilizing the honor system. All Supervisors with Transit Subsidy Benefit Participants and program Local Coordinators must annually complete the Transit Benefit Integrity Awareness Training found in DOI Learn during the mandatory official program re-certification period.**

**All Transit Benefit Integrity Awareness training certificates should be submitted to the program Local Coordinator. The Local Coordinator will upload their participant and related supervisor training certificates to the official Transit Subsidy Program Sharepoint sight. Contact Jessica Hansen ([jehansen@usgs.gov](mailto:jehansen@usgs.gov)) for the Sharepoint sight direct link.**

Visit the TRANServe website at: <http://transerve.dot.gov>

# Register to Create a User Profile and Access the System:

Start at the [TRANServe.dot.gov](https://transerve.dot.gov)

- Choose [Participants](#) :

HOME	DEBIT CARD	RETURN OF EXCESS TRANSIT BENEFIT	RESOURCES	PARTICIPANTS	CONTACT US	F.A.Q.
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- Click: [Transit Benefit Program Application System](#)
  - ◆ Or type <https://transitapp.ost.dot.gov> into your browser
- Log-in with your User Name and Password
  - ◆ Your government email address is your User Name
  - ◆ **FIRST TIME IN THE SYSTEM** – Click “Register” to create an account”

The screenshot shows the 'LOG IN' page. At the top, a navigation bar contains links: HOME, DEBIT CARD, RETURN OF EXCESS TRANSIT BENEFIT, RESOURCES, PARTICIPANTS (highlighted with a red box), CONTACT US, and F.A.Q. Below the navigation bar, the 'LOG IN' section has a header 'LOG IN'. A note states '\* indicates required field.' A red oval highlights the text 'Official Agency Email Address Required here' with a red arrow pointing to the '\*User Name:' input field. The '\*Password:' field has a 'Forgot Password?' link to its right. A 'Log In' button is centered below the fields. At the bottom, the text 'NOT REGISTERED YET?' is followed by a 'Register' button, which is highlighted with a red box.

- Complete the Account Information form (see screenshot below)
  - ◆ Use Your government email address as your User Name
  - ◆ Then tab to “Agency/Mode” to auto-fill “DOI-USGS”

The screenshot shows the 'ACCOUNT INFORMATION' form. The form has a header 'ACCOUNT INFORMATION'. It contains several input fields: '\*User Name:' (pre-filled with 'Government Email Address'), '\*First Name:', 'Middle Name:', '\*Last Name:', '\*Agency/Mode:' (a dropdown menu), and 'Phone Number:'. Red arrows point to the '\*User Name:' field and the '\*Agency/Mode:' dropdown. At the bottom, there are three buttons: 'Register', 'Cancel', and 'Reset'. A red arrow points to the 'Register' button.

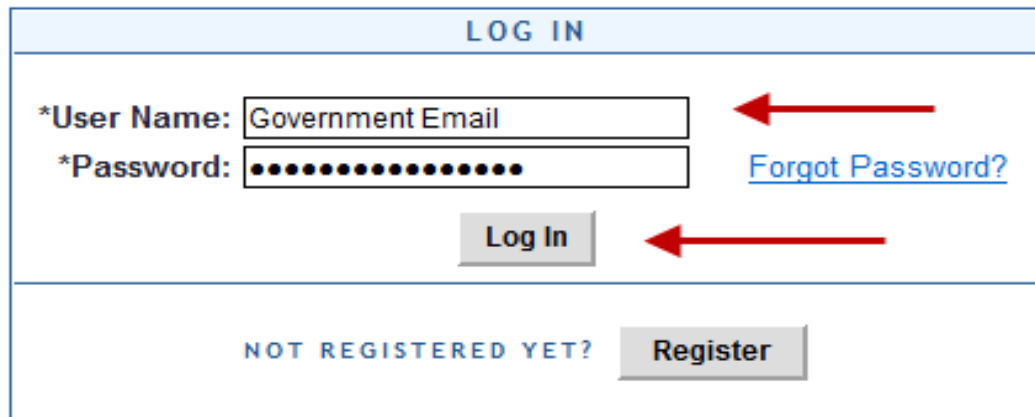
After registration, all Supervisors and Local Coordinators must email Jessica Hansen at [jeahansen@usgs.gov](mailto:jeahansen@usgs.gov) to request elevation to the Supervisor or Local Transit Benefit Coordinator Approver level.

- When you receive your temporary password, please follow these Instructions:

- ◆ Log In to Change Your Password

- Return to the Login Screen

- <https://transitapp.ost.dot.gov>
      - Enter User Name and Temporary Password

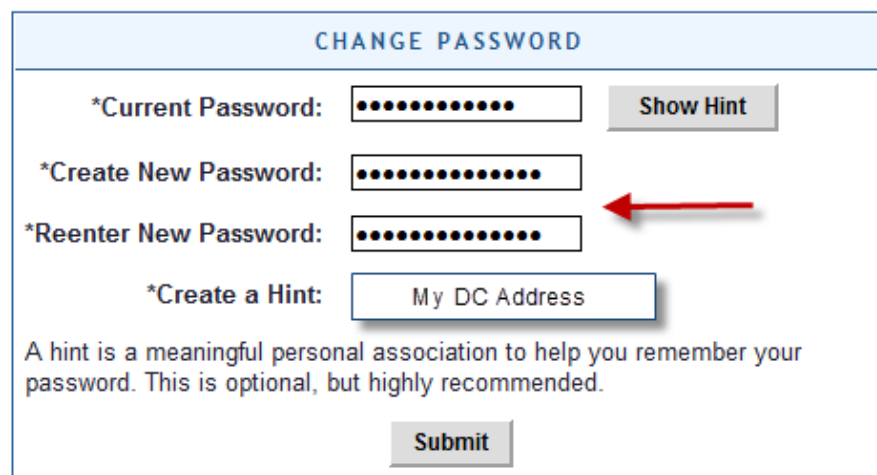


The screenshot shows a login form titled "LOG IN". It contains two input fields: "\*User Name:" with the text "Government Email" and "\*Password:" with masked characters. To the right of the password field is a link "Forgot Password?". Below the fields is a "Log In" button. At the bottom, there is a link "NOT REGISTERED YET?" and a "Register" button. Two red arrows point to the "User Name" field and the "Log In" button.

- ◆ Click "Log in"

- The "Change Password" screen displays

- ◆ Complete the Change Password form



The screenshot shows a "CHANGE PASSWORD" form. It includes four input fields: "\*Current Password:", "\*Create New Password:", "\*Reenter New Password:", and "\*Create a Hint:". The hint field contains the text "My DC Address". To the right of the first field is a "Show Hint" button. Below the fields is a "Submit" button. A red arrow points to the "\*Reenter New Password:" field. A note at the bottom states: "A hint is a meaningful personal association to help you remember your password. This is optional, but highly recommended."

- Enter Current Password
      - Create New Password
      - Re-enter New Password

- Create a meaningful hint
- Click “Submit” to save changes
  - “Password Changed!” displays

## To Review An Application:

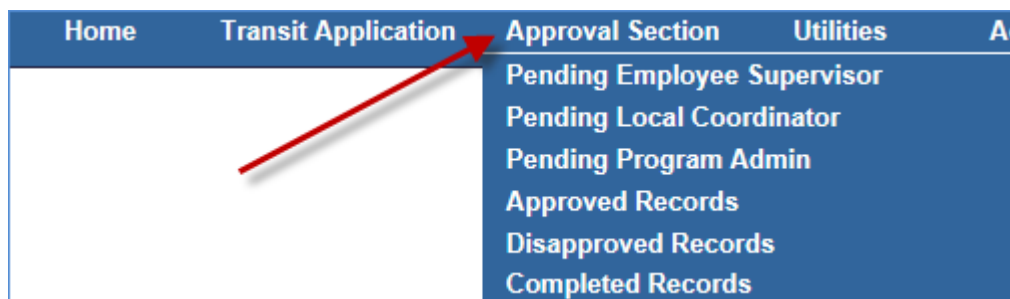
### Application Types:

- 1) CERTIFY/ENROLL [**ALL PARTICIPANTS AND NEW APPLICANTS RE-CERTIFYING/ENROLLING DURING THE RE-CERTIFICATION PERIOD (SEP. 9-OCT. 14, 2015) MUST SELECT THIS OPTION**]
  - a. Recertification is for existing participants
  - b. Enroll is for New Enrollees
- 2) CHANGE
  - a. Information Change
    - i. address, rate, method of transportation
- 3) WITHDRAWAL
  - a. Withdraw from the program

### Approver Roles (Supervisor and Program Local Coordinator)

### Application Review Process:

- 1) Hover over “Approval Section”



- 2) Select the correct queue:
  - a. [1<sup>st</sup> Approver](#) – Select “Pending Employee Supervisor
  - b. [2<sup>nd</sup> Approver](#) – Select “Pending Local Coordinator”
- 3) Click a name to review an item in your queue
  - a. On a long list, use “Ctrl. + F” to find a name more quickly
    - i. This screenshot is a sample of a queue:

Home	Transit Application	Approval Section	Utilities	Admin	Logout	Welcome	
USDA	FS11	07/20/2015	Annual Certification/Recertification	<a href="#">Click Name</a>	<input type="checkbox"/> Approved	<input type="checkbox"/> Disapproved	Reason: <input type="text"/>
USDA	FS11	07/20/2015	Annual Certification/Recertification	<a href="#">Click Name</a>	<input type="checkbox"/> Approved	<input type="checkbox"/> Disapproved	Reason: <input type="text"/>
USDA	FS11	07/20/2015	Annual Certification/Recertification	<a href="#">Click Name</a>	<input type="checkbox"/> Approved	<input type="checkbox"/> Disapproved	Reason: <input type="text"/>
USDA	FS11	07/20/2015	New Transit Benefit Participant	<a href="#">Click Name</a>	<input type="checkbox"/> Approved	<input type="checkbox"/> Disapproved	Reason: <input type="text"/>
USDA	FS11	07/20/2015	Annual Certification/Recertification	<a href="#">Click Name</a>	<input type="checkbox"/> Approved	<input type="checkbox"/> Disapproved	Reason: <input type="text"/>
USDA	FS11	07/20/2015	Annual Certification/Recertification	<a href="#">Click Name</a>	<input type="checkbox"/> Approved	<input type="checkbox"/> Disapproved	Reason: <input type="text"/>
USDA	FS11	07/20/2015	Annual Certification/Recertification	<a href="#">Click Name</a>	<input type="checkbox"/> Approved	<input type="checkbox"/> Disapproved	Reason: <input type="text"/>
USDA	FS11	07/20/2015	Annual Certification/Recertification	<a href="#">Click Name</a>	<input type="checkbox"/> Approved	<input type="checkbox"/> Disapproved	Reason: <input type="text"/>
<a href="#">Process</a> <a href="#">Reset</a>							

- b. The application and expense worksheet are displayed.

Approve Disapprove Cancel

Reason for Disapproval:

[History](#)

TRANSIT BENEFITS WORKSHEET

Reason for Certification:  
 New Transit Benefit Participant

Civilian/Military: Civilian Work Status: Full Time

Method of Transportation		Daily Expense	Days per Month	Total Monthly Expense
Bus to Work	Name of Company	\$		\$
Bus from Work	Name of Company	\$		\$
Other Bus to Work	Name of Company	\$		\$
Other Bus from Work	Name of Company	\$		\$
Rail to Work	Name of Company METRO	\$ 2.25	18.00	\$ 40.50
Rail from Work	Name of Company METRO	\$ 2.25	18.00	\$ 40.50
Other Method to Work	Name of Company	\$		\$
Other Method from Work	Name of Company	\$		\$
Van Pool	Name of Company	\$		\$
Subtotal				\$ 81.00

Employees are responsible for adjusting their monthly transit benefits each month in accordance with their actual work commute each month.

Total  
 Monthly  
 Costs \$ 81.00

TRANSIT BENEFITS APPLICATION

STATUS: [RECEIVED]

Smart Benefits Program: YES

Identifier: \*\*\*\*

Name: [REDACTED] [REDACTED] [REDACTED]  
 (Last) (First) (Middle Name)

Email Address: [REDACTED] Work Phone: [REDACTED]

Common Identifier: [REDACTED] Work Zip Code: 20814

Mode: [REDACTED] Region: DC-PHILADELPHIA

Admin: [REDACTED]

I certify that my usual monthly commuting cost are: \$81.00

WORK INFORMATION

Work Address: [REDACTED]

Work City: Bethesda Work State: MD Work Zip: 20814

RESIDENCE INFORMATION

Address: [REDACTED]

City: Washington State: DC Zip: 20008

Approving Official: [REDACTED]

Point of Contact: CHERI JOHNSON

Manager/Fund Certifier: [REDACTED]

Phone:

SmartTrip Card Number: [REDACTED]

Comment for Agency Approvers:



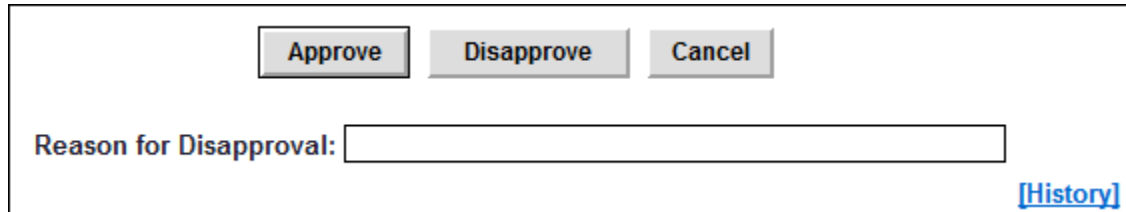
#### 4. Review the Application for accuracy

##### a. The Application must:

- i. Specify name of Transportation Provider
- ii. Indicate Daily (both to and from work commuting expenses), Weekly, Subtotal, Total Monthly Expense
- iii. **Show at least 4 commuting days per month**

##### b. The Approver must:

- i. Verify the employee works for your Agency
  1. Check with your HR department, if required
  2. Check the global directory, if required
- ii. Check SmarTrip® user entered card number correctly (DC Metro Area Only)
  1. Regional Field Offices outside of the DC Metro Area always enter “NA”
- iii. Approve or Disapprove the Application
  1. Scroll to the top
    - a. Click “Approve” or “Disapprove”



The screenshot shows a rectangular box containing three buttons at the top: 'Approve', 'Disapprove', and 'Cancel'. Below these buttons is a text label 'Reason for Disapproval:' followed by a text input field. In the bottom right corner of the box is a blue link labeled '[History]'.

##### iv. If disapproved, enter Instructions to Participant in “Reason for Disapproval”

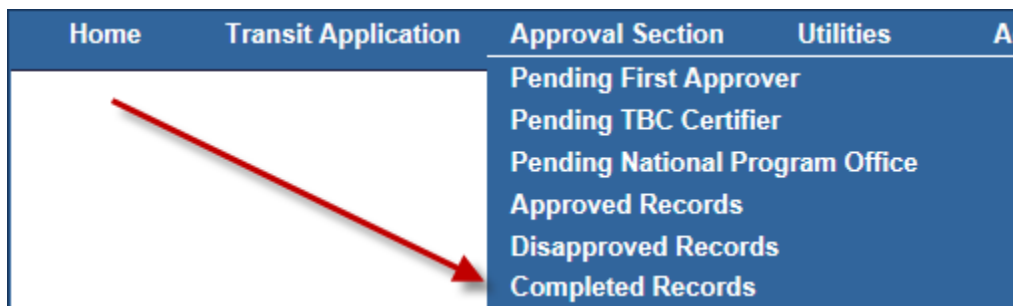
**Note:** Potential reasons for disapproval:

- No training certificates submitted to Local Coordinator for applicant and applicant supervisor. This is required and an application should not be approved until the training has been completed and the Local Coordinator holds a copy of the training certificates.
- You are not their Supervisor or Local Coordinator
- Must list a “To” and “From” work commuting expense. No from work commuting expense? Ask why. If there is a legitimate reason (check with headquarters for exceptions), reject the application and have the participant list their explanation in Comment for Agency Approvers Box.
- Didn’t list the official name of their commuting company on the expense worksheet
- Commute with public transit less than 4 days per month

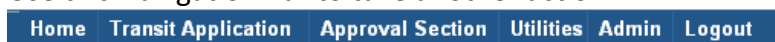
Note: Click “[History]” to review past actions

#### 5. To View Past Applications

- a. Select “Completed Records”



- b. Enter the Participant's Name
- c. Click "Search"
  - i. Click a Participant Name to choose a record
    1. Review past application (if applicable)
    2. Click "Back" to look at another past application
    3. Use this Navigation Bar to take another action



## Appendix A

### Using The Proxy Feature

#### Special Instructions for Supervisors who delegate a Proxy that is NOT technically a Supervisor

- 1) To delegate approval authority to someone who technically is not a supervisor (not listed in Bison Connect Directory as a Supervisor) the Supervisor must submit a delegation of authority memorandum via email to Jessica Hansen (jehansen@usgs.gov) for the record. (See example Appendix B ).
- 2) Once the Program Office confirms the internal control it is authorized to elevate the delegated role to the person assigned on the memo. Then the actual Supervisor can assign their delegate as Proxy in the Electronic Transit Benefit Application System.
- 3) When the applicants select their Supervisor, they will select the authorized USGS Supervisor and the Proxy will receive notification to approve the application on the supervisor's behalf. **The actual Supervisor is still the responsible party.** The proxy can perform the approval functions in the System.

#### How to add a Proxy:

- 1) From the Home screen, click "My Account"
- 2) Click on your role
- 3) "Supervisor Proxy" or "Manager Proxy"

The screenshot shows the 'SUPERVISOR PROXY' interface. It features two main panels: '(not selected)' on the left and '(selected)' on the right. The '(not selected)' panel contains a list of five blue horizontal bars. Below this list is a button labeled 'Add >>' which is highlighted with a red rectangular box. The '(selected)' panel is currently empty. Below the panels is a light blue dashed box containing the text 'Users who have you as proxy: N/A'. At the bottom of the interface, there is a hint: 'A hint is a meaningful personal association to help you remember your password. This is optional, but highly recommended.' and three buttons: 'Update', 'Cancel', and 'Reset'.

1. Select your designated Proxy from (not selected) list on the left
2. Click “Add” to move name to (selected) box.
3. Click “Update” to save the change

**Reverse to remove a Proxy:**

1. Chose the name
2. Click “Remove” to return name to the (not selected) box.
3. Click “Update” to save the change
4. Note: The Proxy must register (create a username and password) into the system first in order for their name to appear.

This screenshot shows the 'SUPERVISOR PROXY' interface after a proxy has been added. The '(not selected)' panel on the left now contains six blue horizontal bars. The '(selected)' panel on the right now contains one blue horizontal bar. Below the '(selected)' panel, the button labeled '<< Remove' is highlighted with a red rectangular box. The 'Add >>' button is still present below the '(not selected)' panel. The rest of the interface, including the 'Users who have you as proxy: N/A' box and the 'Update', 'Cancel', and 'Reset' buttons at the bottom, remains the same as in the previous screenshot.

## Appendix B –

### Sample: Delegation of Authority Memorandum for the Record

Employee completes the Memo for the Record (MFR) on their own letterhead, signs it, and submits it to Jessica Hansen at [jehansen@usgs.gov](mailto:jehansen@usgs.gov) as an official record in the case of an audit.



United States  
Department of  
Agriculture

Forest  
Service

Washington  
Office

1400 Independence Avenue, SW  
Washington, DC 20250

**File Code:**

**Date:**

**TO:** Transit Subsidy Benefit Program Office

**FROM:** John Smith  
Director  
Animal and Plant Health Inspection Service

**SUBJECT:** Delegation of Non-Supervisory Government Employee to Supervisory  
Approval Level in Transit eApp

Request the non-supervisory employee listed below be elevated to the "Supervisory" approval level in the Transit Benefit Electronic Application (eApp) system in order to later be identified as my Proxy.

- Jane Doe (Registration Email: [Jane.Doe@aphis.usda.gov](mailto:Jane.Doe@aphis.usda.gov))

If you have any questions, please feel free to contact me at (202) 720-0000 or via email at [John.Smith@aphis.usda.gov](mailto:John.Smith@aphis.usda.gov).

Sincerely,

## **Most Frequently Asked Questions**

**Please note, there are special instructions for Employees without a DOI-USGS E-mail Address**

### **Q. 1**

**How does an Employee with no DOI-USGS email address register in the Electronic Transit Benefit Application System?**

### **A.1**

An Employee without a DOI-USGS email address must complete a hard copy version of the Transit Application Forms and the required DOI Learn training certificate and submit the documents to their TBLC. The TBLC then submits a spreadsheet to DOT/TRANServe in order to enroll the participant

### **Q.2**

**Why am I not getting emails to approve transit benefit applications?**

### **A.2**

Check your Junk/Spam Folders. Your email account may be identifying notifications as SPAM. Check your Junk/Spam folders for an email from "PTB Public Website Administrator". The subject will be something like: "1 Transit Benefit Application(s) is awaiting approval" .....Keep checking your email or your Approval Queues or correct the Junk/Spam Folder rule.

To correct the " Junk/Spam E-mail" folder:

- 1) Right click on the emails from "PTB Public Website Administrator"
- 2) Select "Not Spam"

### **Q.3**

**Why can't I find a name with an apostrophe? Example "Nathan O'Donnell?"**

### **A.3**

Any name normally containing an apostrophe must be spelled out without it. For example: Nathan ODonnell.

**Q. 4 Why can't I complete Registration? I am getting an error to enter "Agency/Mode." This field is not auto-filling.**

**A. 4** Check the Username entry. You must enter your DOI-USGS email address in the Username field. Once you enter your USGS email address and tab to the next field, the Agency/Mode field will automatically populate with the correct data for your agency.

For more F.A.Q.s check <http://transerve.dot.gov/faq.html>

You may also visit the DOI-USGS section of the TRANServe website at: <http://transerve.dot.gov/participants.html>

